



Human Resources

DATE POSTED: **AUGUST 25, 2006**

REQ. # 06-228

**NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER**

2300 Virginia Avenue Fort Pierce, Fl. 34982 – 5652

Telephone (772) 462-1546 Jobline (772) 462-1967

<http://co.st-lucie.fl.us>

This position must be posted for at least five (5) working days from **08-25-2006** TO **09-01-2006**, but will remain open until filled.

DEPARTMENT/DIVISION
UTILITIES

POSITION AVAILABLE
SR. UTILITY CUSTOMER SERVICE SPECIALIST

OF OPENINGS
1

STARTING SALARY
\$11.65/HR.

COMMENTS

VETERANS PREFERENCE
It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.

JOB CODE 939
PAY GRADE 12
SALARY : \$11.65 - \$17.74
SR. UTILITY CUSTOMER SERVICE SPECIALIST

MAJOR FUNCTION: Responsible clerical public contact work in providing assistance and customer information regarding utility services.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Considerable knowledge of standard office methods and procedures; well informed on County ordinances and regulations; good knowledge of policies and procedures of the Utilities department.

Abilities: Ability to utilize computers for data input; ability to maintain records and prepare reports; ability to meet and deal with people effectively; ability to make arithmetical calculations with speed and accuracy; ability to handle currency in accepting customer payments and making correct change; ability to balance daily cash receipts for bank deposits.

ESSENTIAL JOB FUNCTION: Answers telephone calls or provides information in person regarding utility services. Provides information about County procedures, regulations, fees and ordinances. Receives and handles applications for new services. Works with customer to resolve problems or billing questions. Receives and processes applications for new services. Originates changes to customer's file such as address, name, etc. Performs clerical duties relating to customer account records. Handles delinquent account files. Process records and answers calls regarding bills and disconnect notices. Reviews site and development plans for new service requirements. Services the public with information regarding permits and ordinance requirements. Posts to logs. Maintains daily reports. Processes requests for line locate. Answers customer correspondence and provides backup when needed. Balances daily cash receipts for bank deposits. Initiates and completes service work orders. Performs related work as requested or assigned.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. Good vision and hearing. Occasional walking and standing. Ability to lift occasionally 30 pounds.

ENVIRONMENTAL CONDITION REQUIREMENTS: Constant work inside the office in a sedentary posture.

WORK HAZARDS: Possible vision dysfunction due to heavy computer work.

EDUCATION: Graduation from an accredited high school or possession of an acceptable equivalency diploma.

EXPERIENCE: Three years experience in customer service, investigative or collecting duties involving frequent public contact. A comparable amount of training and experience may be substituted for the minimum qualifications.

LICENSE, CERTIFICATION OR REGISTRATION: A valid Florida Driver's License and a good driving record may be required.

Union	Non-Union ✓	Exempt	Non-Exempt ✓
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